

## **JOB DESCRIPTION**

### **Job Title: Retail Sales Associate**

**FLSA status: Non-Exempt  
Retail**

**Store Manager**

**Department:  
Reports to:**

**Position Summary:** Provide outstanding customer service through substantial knowledge of all products offered in the retail store and sell to customers. Also, to educate Patio Pools & Spas customers on the proper usage of chemicals to assist them with all their swimming or spa product and accessory needs.

#### **Position Responsibilities:**

- Provide an excellent customer service experience to every customer, every time.
- Maintain appearance of store and ensure safety of customers and other employees.
- Educate customers and assist them to select the proper product to serve their needs; instruct customers on proper and safe usage of chemicals.
- Test customers' water samples with equipment available; use results to assist customers with the appropriate solutions for their situation.
- Replenish floor stock levels when necessary; assist in maintaining accurate levels of inventory.
- Ring up customers' purchases to complete the sales transaction; follow-up with customer calls as required.
- Assemble displays on sales floor; answer customers' phone calls.
- Research products the company does not currently stock.
- Receive supplies from the warehouse, check-in to ensure accuracy for inventory control.
- Attend product/vendor meetings to receive further product education.
- Assist internal customers by providing referral customers to cleaning/service department.

#### **Qualifications:**

- Minimum of 1 year retail experience
- Be available to work a varied retail schedule based on the needs of the customer base including weekends.
- Must be able to pass a pre-employment drug test. This position deals with hazardous chemicals on a regular basis and is deemed a safety sensitive position.
- Must be able to pass a background check.
- Lift 50 pounds regularly.

#### **Skills and Experience:**

- Knowledge of office procedures, practices and etiquette.
- Skill in telephone etiquette and courteous communication with public, verbally and in writing.
- Skill in evaluating facts or situation to determine appropriate action.
- Skill in the operation of a variety of office machines including, personal computers, telephones and copiers.
- Some mechanical aptitude and/or experience in the pool industry is preferred. We are willing to train the right person!

Revised Date: 07-11-2019

**Essential Functions:** The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Skills Abilities:** To read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Must have the ability to write simple reports and create as well as track spreadsheets and correspondence. It is necessary to have the ability to speak effectively before small groups of customers or employees within the organization. Must be able to communicate with people under the assumption they have a basic understanding of English.

**Mathematical Skills Abilities:** To add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

**Reasoning Abilities:** To apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Identify and make any necessary corrections that arise pertaining to production and the effective use of company property, time, or resources.

**Physical Demands:** While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear. The employee is frequently required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee is required to sit at a workstation for long periods of time. The employee may occasionally lift and/or move up to 50 pounds.

**Specific Vision Abilities:** To include close vision, distance vision, color vision and peripheral vision.

**Work Environment:** While performing the duties of this job, the employee is regularly working in an indoor retail store environment. Assisting customers with taking purchases outdoors occasional required. Frequent work in an active warehouse around forklift operations and other freight handling equipment.

**Supervisory role:** None

**Acknowledged:**

I have read and understand the details of this job description and will adhere to all company policies.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date: \_\_\_\_\_